

Scheduled Public and On-Site Courses Available

Being familiar with IT Service Management using the IT Infrastructure Library (ITIL®) framework is a must have for many IT positions and advancement. During this workshop you will gain in-depth knowledge and the necessary understanding to achieve certification in IT Service Management.

This three day, certified IT Service Manager Instructor-led workshop is for IT professionals responsible for implementing IT Service Management improvements using the ITIL® framework and want to obtain detail knowledge about the ITIL® Version 2 Processes. The workshop outlines the processes required to deliver, measure, and improve IT services, and provide a comprehensive look at the concepts and terminology necessary to prepare attendees to incorporate ITIL concepts into their work environment.

Certification Exam with Pre and Post Course Learning Aides Included

Locations:

Dallas, TX - Austin, TX - Washington, D.C. - San Diego, CA

Audience:

Individuals responsible for or planning implementing, administering or managing technology assets for a business, government or non-profit organization should attend. Business managers tasked with managing the provisioning of IT services should take this course, regardless of technology experience.

Prerequisites:

This workshop has no prerequisites. However attendees should have working experience with technology or technology management in a business, government or non-profit organization.

Students will learn to:

- Describe the eleven processes and one function found in the ITIL Service Support, Service Delivery, and IT Security Management text books
- How to incorporate ITIL concepts into their work environment
- Provide a comprehensive understanding of concepts and terminology
- Incorporate ITIL concepts into the work environment
- Provide a comprehensive look at the concepts and terminology necessary for a Foundation level understanding of ITIL V2
- This workshop covers the following processes and one function found in the ITIL Service Support and Service Delivery books.
 - Service Desk
 - Incident Management
 - Problem Management
 - Change Management
 - Release Management
 - Configuration Management
 - Service Level Management
 - Financial Management for IT Services
 - Capacity Management
 - Availability Management
 - IT Service Continuity Management